

Provider Claim Processing Interim (PCP) Training Manual

Prepared by:

Division of Mental Retardation Services

August 16, 2005

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**Late Billing and Adjustments will continue to be sent in on paper calendars as usual.*

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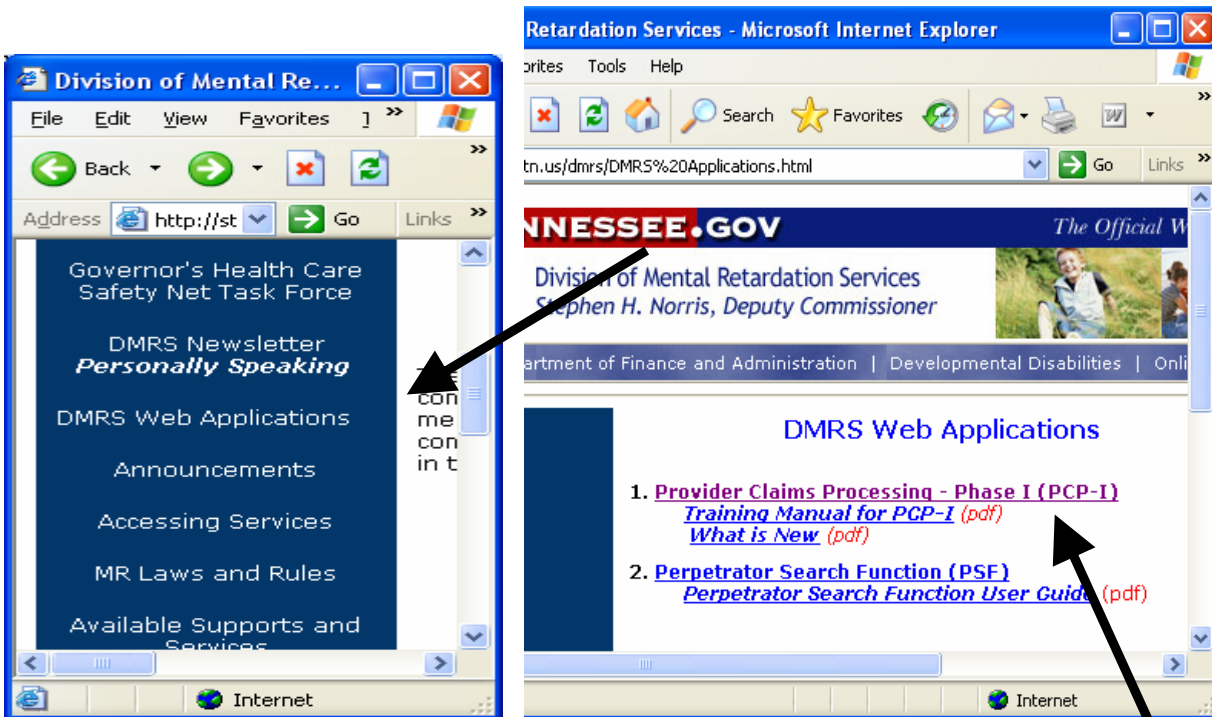
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Topic 1 Logging In

1. Open the Provider Claim Processing Interim (PCPI) home page. You can go to the DMRS home page at <http://state.tn.us/dmrs/> under "DMRS Web Applications" to get the PCPI page. After clicking on "DMRS Web Applications" click on the PCPI link. **Updates to the manual and important notices will appear under this link so it is best if you access the site through the state home page.** You can go to the page directly at: <https://dmrswebprod.state.tn.us/ddpc/login.aspx>.

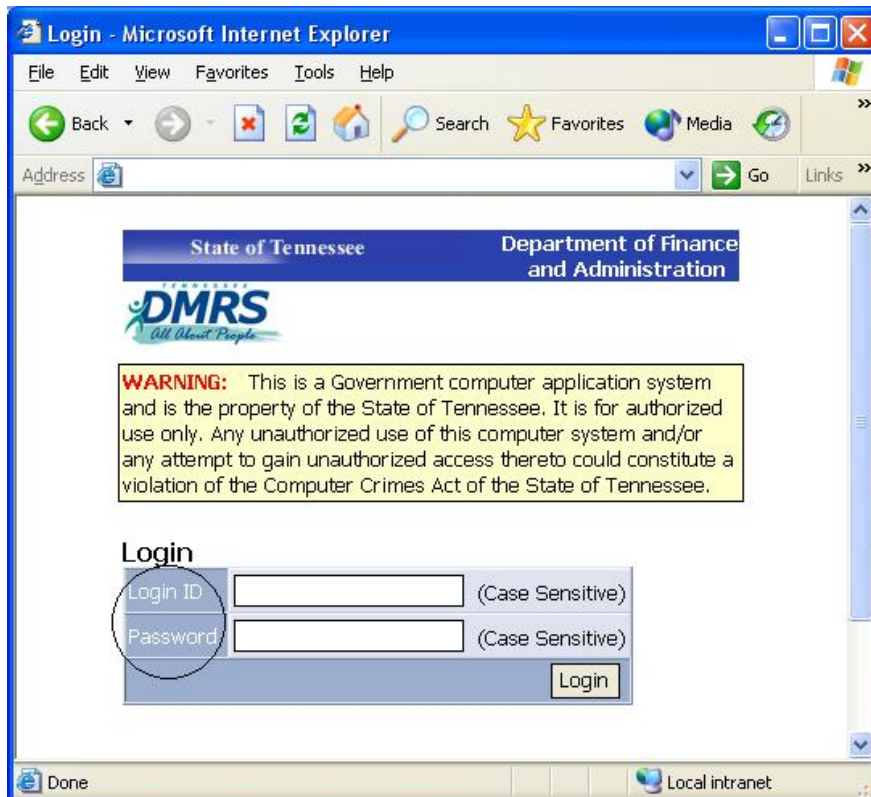


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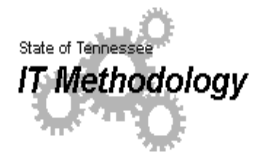


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2. Enter your PCPI user ID and Password into the appropriate fields of the login box and press the "Login" button. The initial ID and Password will be obtained by filling out a form provided by your DMRS Regional Office. Please note that all characters in your Login ID and Password must be CAPS, and your password has a ten (10) character limit.

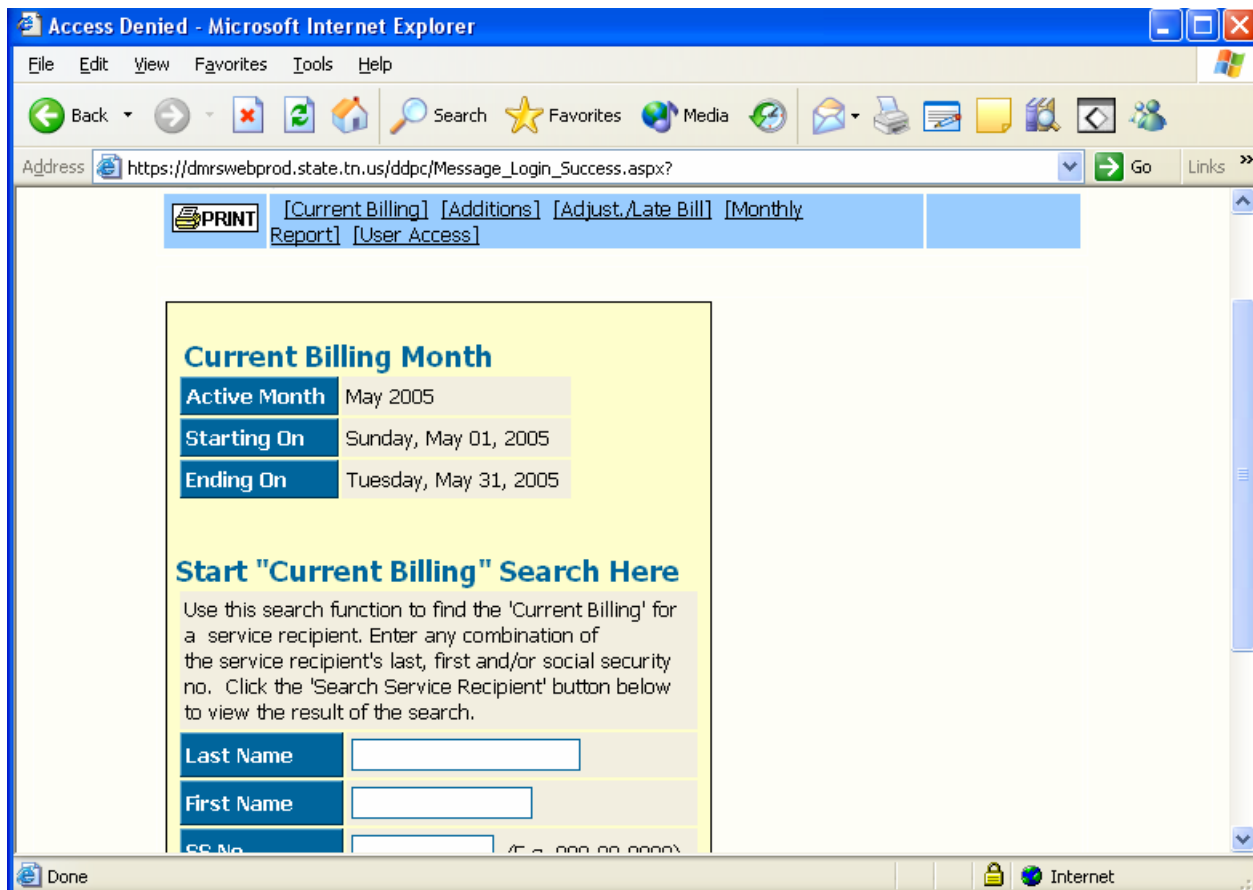


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3. After entering your user ID and password, a menu on the screen pictured below will appear.



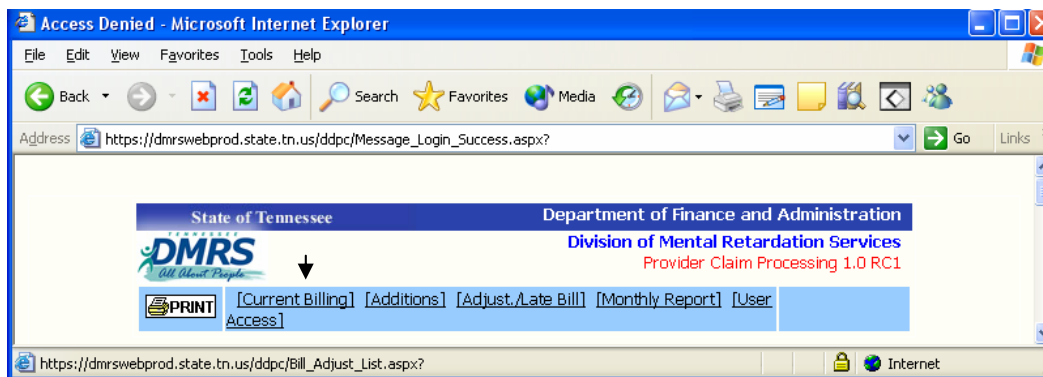
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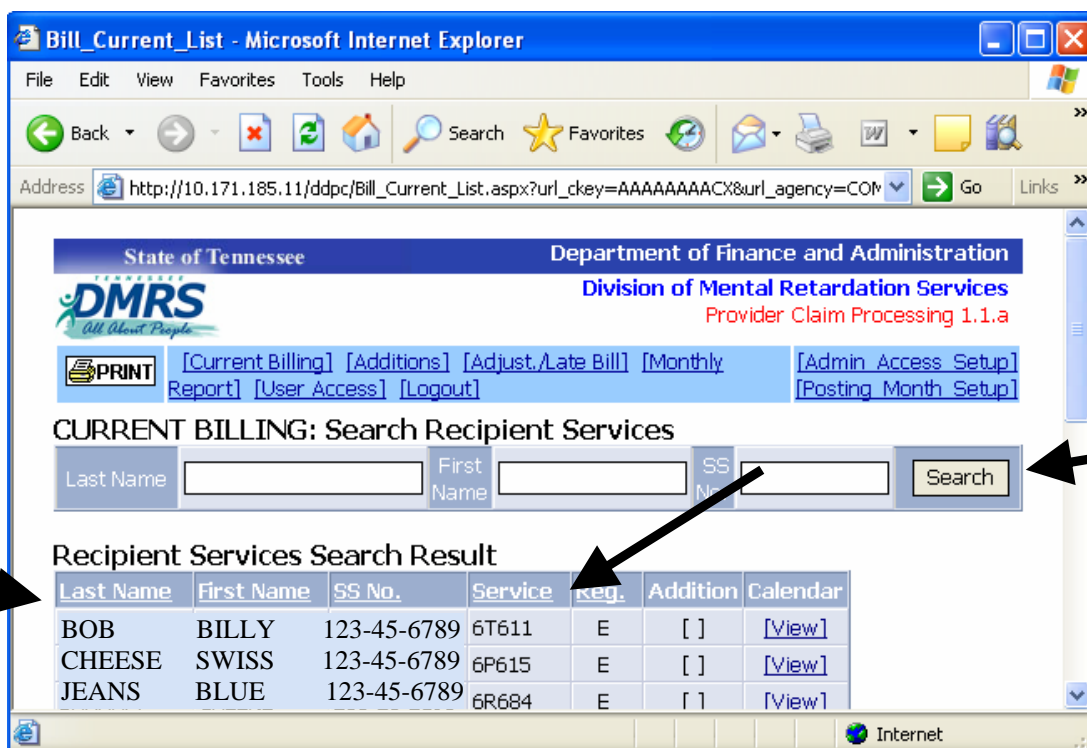
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Topic 2 Current Billing

1. Click the “Current Billing” button on the PCPI menu if you are billing for the current month identified previously (see previous page).



2. An alphabetical list of service recipient names and social security numbers will be displayed. The service provided for the recipient will be listed under the service column. (To locate a specific recipient, use the filter or search box to type in the recipient’s name or social security number. Using the search box would be preferred to help speed up the search.)



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3. Select a recipient's name from the list by pressing the "View" button under the "Calendar" column beside the recipient's name.
4. A calendar for the recipient will be displayed for the service that you selected.

Activity Date	Unit(s)
Saturday, January 01, 2005	1.00
Sunday, January 02, 2005	1.00
Monday, January 03, 2005	1.00
Tuesday, January 04, 2005	1.00
Wednesday, January 05, 2005	1.00

Site No.	R013
Start Date	01/01/2005
End Date	06/30/2005
Monthly Max	31.00
Annual Max	196.00
Standard Rate	\$57.00

Service Code	6R683
Service Name	RES3-8+
Service Desc.	RESIDENTIAL LEVEL 3 - 8+ PEOPLE
Fiscal Year	2005
Standard Rate	\$57.00
Daily Max	1.00
Monthly Max	31.00
Annual Max	365.00

5. Enter the billing data. If the information has been entered previously for this service and it needs to be changed, simply enter the correct information in the appropriate days. During the current billing period, you may go back and change the billing information whenever you need to. The usual billing period lasts from around the 5th of the month until around the 15th of the month.
6. For the services that are billed by the hour, partial units may be entered. These will be accumulated and added to the total. Payment will be made based on total full hours for the approved period. Also, for services that are billed monthly, choose only one day on the calendar. It is recommended that you bill for a monthly service on the same day every time, such as the first day of billing for the month to keep consistent.
7. Use the "Tab" button on your keyboard to move to the next input field. **DO NOT** use the "Enter" button.

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- When you are finished entering all of the billing data, press the submit button at the bottom of the screen.

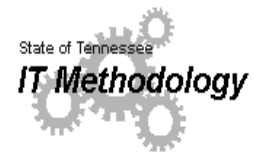
A screenshot of a web browser window titled "Bill_Calendar_Maint - Microsoft Internet Explorer". The address bar shows the URL "https://dmrwebprod.state.tn.us/ddpc/Bill_Calendar_Maint.aspx?url_pkbill=425". The main content area displays a billing calendar for January 2005. It shows two rows: "Sunday, January 30, 2005" with a value of "0.00" and "Monday, January 31, 2005" with a value of "0.00". Below the calendar, there are navigation links: "First Prev 1 of 1 Next Last" and a "Submit" button. At the bottom, there are three tabs: "[User Access]", "[Current Billing]", and "[Adjustments/Late Bill]".

- If a "Maximum Exceeded Message" appears, more units have been billed than the cost plan or service definition allows. This message will appear if the daily or monthly maximum is exceeded. Correct the units that have the message displayed above them in the input box and press "Submit".

A screenshot of the same web browser window, but now displaying a "Maximum Exceeded Message". The message text reads: "ORA-06512: at 'DDPC.PROC_BILL_TRAN_ADJ_MNT', line 165 ORA-06512: at line 1". Below this, it says "DAILY MAXIMUM: The unit value entered (2.00) is over the allowable daily max (1.00). Please enter a unit value less than or equal to the daily maximum value." The calendar entry for "Sunday, May 01, 2005" now shows a value of "2" in the input box. The "Submit" button is still present at the bottom.

- If no message appears, PCPI will save the record. To go to another recipient, use the back button or click on "Current Billing" on the PCPI menu.

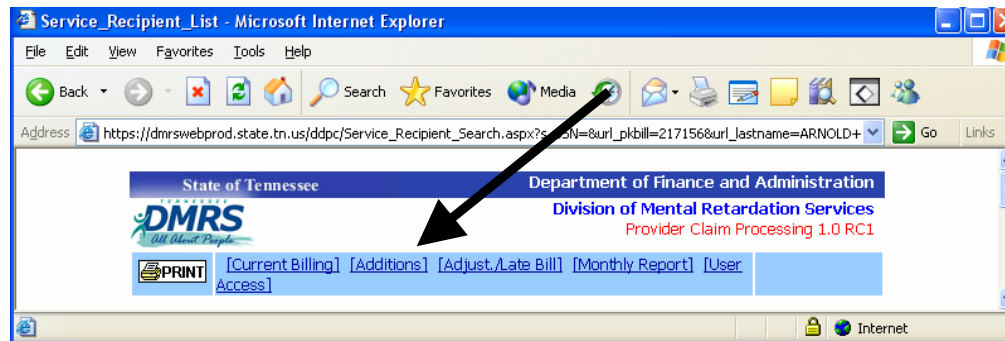
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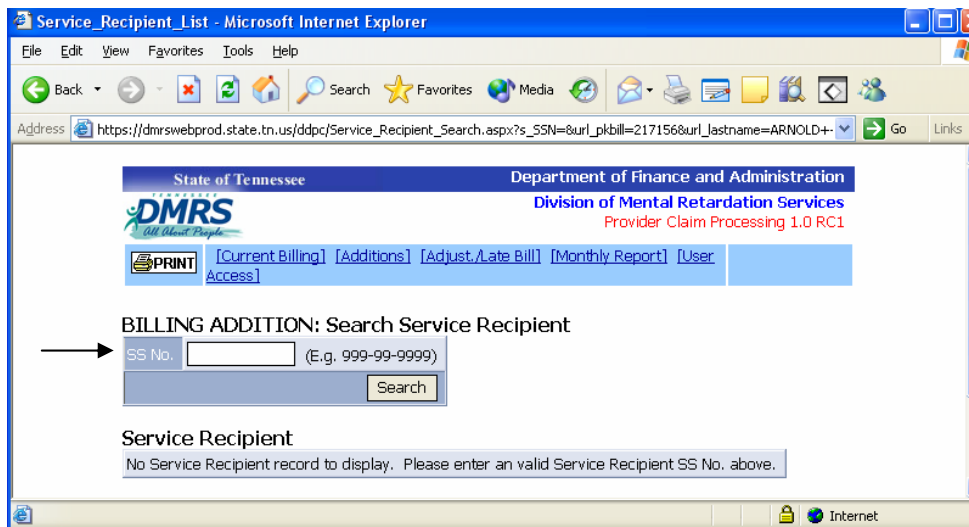
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Topic 3 Current Billing Additions

1. Click the “Additions” button on the PCPI menu to add a service if you have a signed service plan for the current month only but the cost plan does not show up on the current billing list for the recipient.

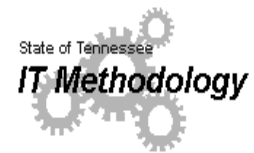


2. A social security number search box will be displayed. Type in the recipient’s social security number into the search box and press the “Search” button. (Remember to add dashes).

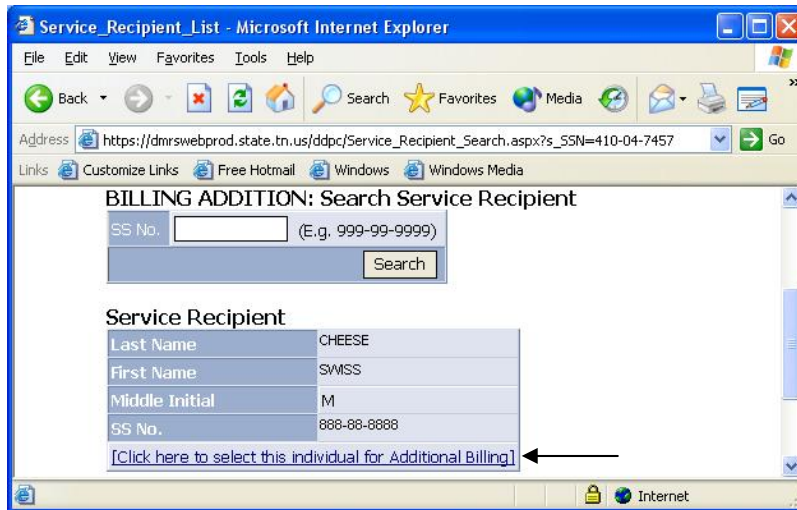


3. A page will be displayed with the recipient’s information.

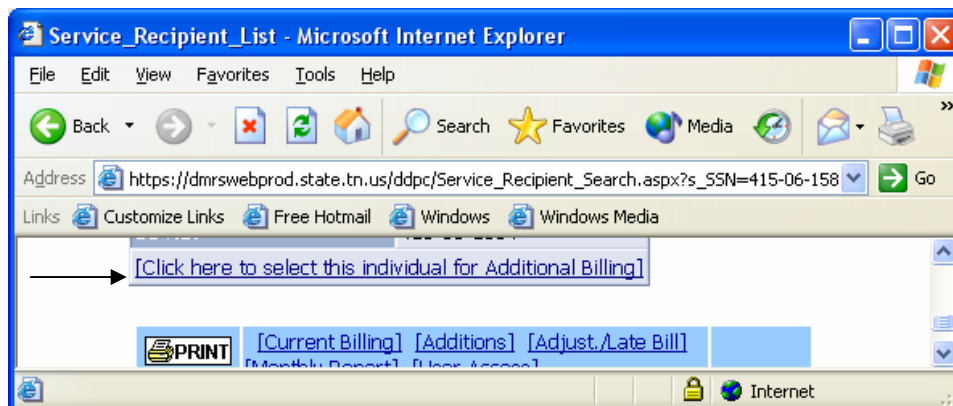
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4. Press the "Click here to select service recipient for Additional Billing" button to select a cost plan for the addition.



5. A list of services will appear for the recipient. Choose which service to add by clicking the service code number beside the name of the service or by typing in the service code in the "Service Code" text box and pressing the "Search" button. (Knowing the service code would be more efficient than

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searching through the many pages of services.) If two services are shown after searching and a Q is listed after one of the services, that indicates the Arlington Waiver.

Search Service

Service Code:

Service Name:

Service Short Name:

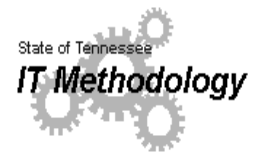
Select Service for Additional Billing

Code	Short Name	Service Name
62249	SE 2:1STAF	SUPP EMPLOYMENT COMBO 2:1 STAFF
62253	SE 1:1STAF	SUPP EMPLOYMENT COMBO 1:1 STAFF
62255	SE 3:1STAF	SUPP EMPLOYMENT COMBO 3:1 STAFF
62257	SE 4-5:1ST	SUPP EMPLOYMENT COMBO 4-5:1 STAFF
62268	CP 1:2STAF	COMMUNITY PARTICIPATION 1:2 COMBO
62270	CP 2:1STAF	COMMUNITY PART 2:1 STAFF COMBO
64066	PA DAY	PA DAY MBBOWMAN/RHAWKINS/MCAMPBELL
64140	PA EVENING	PERSONAL ASSISTANCE EVENING/WKND
62439	RES: 232A	RES:2PER 3PK 2AWK+MED COORD&O'SIGHT
62560	RES:611S	RES: 6PEOPLE 1PEAK 1SLEEP STAFF
64146	PA EVENING	PERSONAL ASSISTANCE EVENING/WKND
62602	RES: 941A	RES: 9 PEOPLE 4 PEAK 1 AWAKE STAFF
64156	PA EVENING	PERSONAL ASSISTANCE EVENING/WKND
62643	RES: C	RES:LEVEL C GRANDFATHERED - CLOSED
62669	RES:MED	RES:332A WITH MED OVERSIGHT

First Prev 1 2 3 4 5 6 7 8 9 10 of 195 Next Last

- You must select a site code from the drop down list, then press the “Generate Billing Addition Calendar” to add the service to the recipient’s service list.

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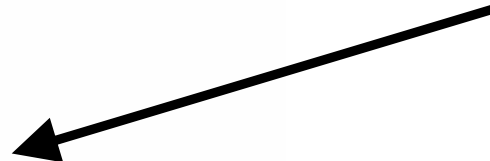
[\[Current Billing\]](#) [\[Additions\]](#) [\[Adjust./Late Bill\]](#) [\[Monthly Report\]](#)
[Access\]](#) [\[Logout\]](#)

The application is ready to generate a "Billing Addition" calendar using the information provided below. Please select a Site, then click the "Generate Billing Addition Calendar" button below to continue.

NOTE: This process may take a couple of minutes to complete and may require you to click the 'Refresh' button on your browser to view the page again.

Generate Billing Additions For

SS No.	123-45-6789
Last Name	CHEESE
First Name	SWISS
Service Code	6K625Q
Site	Select Value <input type="button" value="v"/>
<input type="button" value="Generate Billing Addition Calendar"/>	



7. PCPI will add the record to the recipient's service list and you may view and add billing to the calendar (refer to current billing instructions).

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Topic 4 Late Billing / Adjustments

Late Billing and Adjustments will continue to be done by completing an old paper adjustments form, including a paper calendar. DO NOT use PCPI to send Late Billing or Adjustments. You will submit these calendars in the mail like usual. Submit these forms as soon as available and in as much advance of the current billing due date as possible.

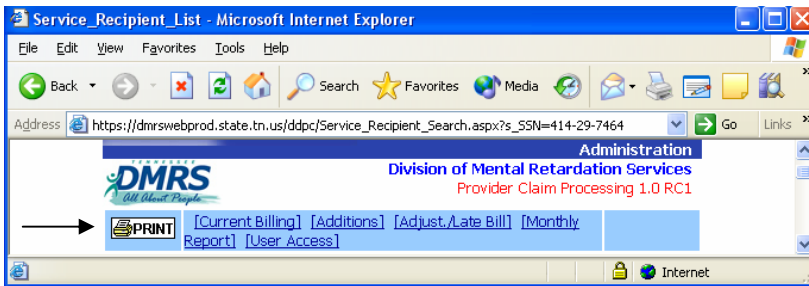
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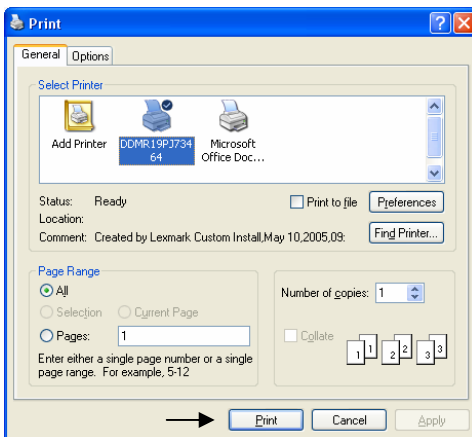
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Topic 5 Print Report

1. To print a report, go to the calendar or other report that you want to print and press the “PRINT” button on the PCPI menu.



2. Press the “Print” button again on the next screen and the report will be printed to the default printer and the print will look exactly like the screen.



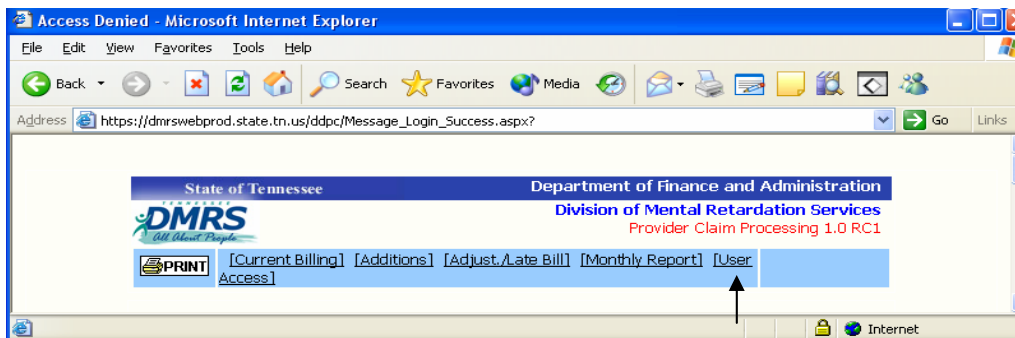
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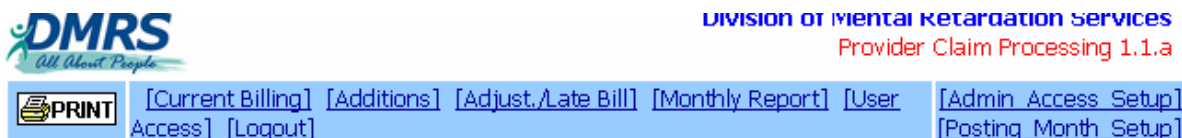
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Topic 6 Manager Instructions

1. Log into the PCPI system with you user ID and password.
2. Click on the “User Access” button on the PCPI menu.



3. The screen below will appear. To add a user, enter the user’s new ID and password into the appropriate fields and press the submit button at the bottom of the screen. You must also select a status of the user under the “Access Group” column. To stay consistent, set the user’s ID as the email and initial password as LETMEIN. **There should only be one manager per agency.**



Search Application User

Login ID

Search Result of Application User

Log ID	Password	Access Group	Req. Pass. Change	Active
DOE.JOHN@ISP.COM	LETMEIN	Staff	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
DOE.JANE@ISP.COM	LETMEIN	Manager	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
		Select Value	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No

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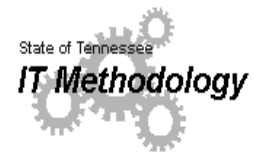
4. To change a user's password or ID, simply change the information in the appropriate fields to the new user ID or password.
5. For security reasons, not everyone in an agency should have access to the PCPI billing program. Think of the program as your checkbook and how many people you want to have access to it. Also, if you have more than one person doing the billing, one suggestion is to split the alphabet of names with one person having the first half and another person having the second half. Do not post your user ID and password on boards or on notes on your desk. Keep this information confidential. **If the agency's manager changes, please notify your Regional Office.**
6. To inactivate users, simply click the radio button NO under the "Active" column and press the submit button.

Change	Active
<input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
<input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
<input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Next Last	Submit

Topic 7 Monthly Summary Report

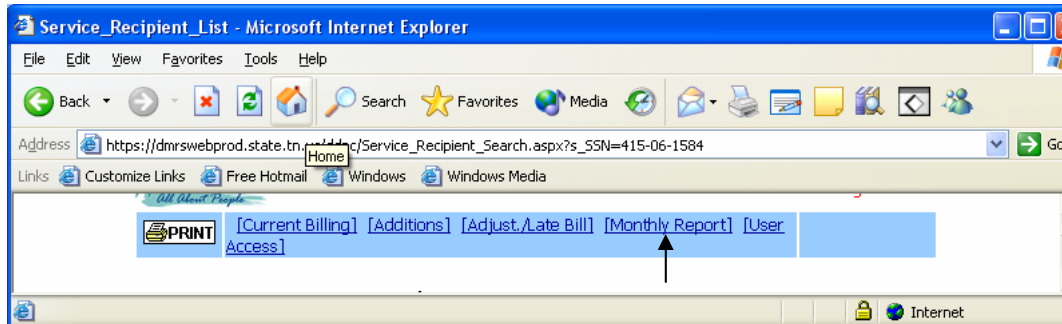
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1. Click on the "Monthly Report" on the PCPI menu.



2. The screen below will be displayed. There are tips on the right side of the page in a yellow box for better and more efficient searches.



Monthly Summary Report Query

Posting Month	Select Value ▼
Recipient Last Name	<input type="text"/>
Recipient First Name	<input type="text"/>
SS No.	<input type="text"/> *
Service Code	<input type="text"/> *
Site Code	<input type="text"/> *
Total Unit Greater Than or Equal To	<input type="text" value="1"/>
Records per page	All ▼
*An exact match is required in order to view records on the report	
<input type="button" value="Preview Report"/>	

Please enter the query/filter criteria for the "Monthly Billing Summary Report". It may take a couple of minutes to build the report.

REPORT TIPS:

1. Select a 'Posting Month' to preview.

2. Set 'Records per page' to '**All**' when generating a printed paper copy, otherwise use '5', '10', '25' or '100' when previewing the report on screen.

3. To remove "Units" that have zero (0) values from the report, enter **1** on the "Total Unit Greater Than or

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







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- You must select a posting month to view and you will only see the billing information for that month. After selecting the posting month, you may fill in any of the fields to search by. You can search by one of the filters. After filling in the search boxes, and clicking the "Preview Report" button, the list of service recipients that you searched for will be displayed.

Bill_Monthly_Summary_Report - Microsoft Internet Explorer

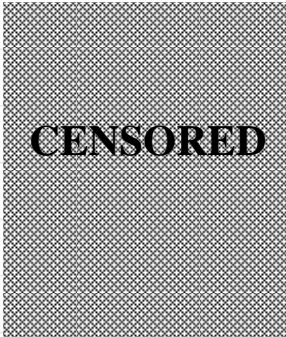
File Edit View Favorites Tools Help

 Back     Search  Favorites      

Address  http://10.171.185.11/ddpc/Bill_Month_Summary_Report.aspx?s_SSN=242-60-2727&s_SUM_UNIT=1&VIEW_BILL_MO_SITE_SUMM1Pag  Go Links 

 **PRINT** [\[Current Billing\]](#) [\[Additions\]](#) [\[Adjust/Late Bill\]](#) [\[Monthly Report\]](#) [\[User Access\]](#) [\[Logout\]](#) [\[Admin Access Setup\]](#) [\[Posting Month Setup\]](#)

Monthly Billing Report

<u>Service Mon.</u>	<u>Site</u>	<u>Last</u>	<u>First</u>	<u>MI</u>	<u>SS No.</u>	<u>Code</u>	<u>Service</u>	<u>Rate</u>	<u>Unit</u>	<u>Amount</u>
May 2005	D009					6D712	FACILITY BASED DAY SVS - LEVEL 2	\$38.00	17	\$646.00
June 2005	D009					6D712	FACILITY BASED DAY SVS - LEVEL 2	\$38.00	17	\$646.00
May 2005	S900					6V622	SUPPORTED LIVING LEVEL 2 - 2 PEOPLE	\$148.00	31	\$4588.00
June 2005	S900					6V622	SUPPORTED LIVING LEVEL 2 - 2 PEOPLE	\$148.00	30	\$4440.00
May 2005	W172					6D818	EMPLOYMENT SUPPORTS SPECIAL NEEDS	\$105.00	4	\$420.00
June 2005	W172					6D818	EMPLOYMENT SUPPORTS SPECIAL NEEDS	\$105.00	5	\$525.00
										Total \$11265

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- You may sort the report by any of the underlined headings at the top of the summary report by clicking on the heading. You can sort by Service Month, Last Name, First Name, Social Security Number, Service Code, Service, Rate, or Units.
- To print the report, simply press the print button on the left hand side of the summary report.